

MAR 09 2006

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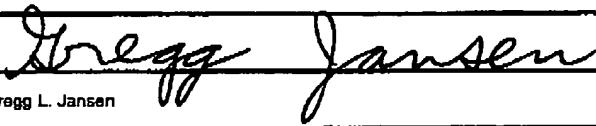
Application Number	09/477,991
Confirmation Number	1039
Filing Date	01/05/2000
First Named Inventor	Bryce A. Jones
Art Unit	2157
Examiner Name	Barbara N. Burgess
Total Number of Pages in This Submission	8
Attorney Docket Number	1264

ENCLOSURES (check all that apply)

<input type="checkbox"/> Fee Transmittal Form	<input type="checkbox"/> Drawing(s)	<input type="checkbox"/> After Allowance Communication to TC
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Remarks It is believed that no fees are due in this matter. However, if it is determined that fees are due, the Commissioner is authorized to debit Deposit Account No. 210765 for the required fees.

SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT

Firm	Setter Ollila LLC		
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Printed Name	Gregg L. Jansen		
Date	3/9/2006	Reg. No.	46,799

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Jamie Cameron

Date 3/9/2006

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Practitioner's Docket No. 1264

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of: Bryce A. Jones

Application No.: 09/477,991

Filed: January 5, 2000

For: METHOD AND APPARATUS FOR PROCESSING WEB CALLS IN A
WEB CALL CENTER

Group No.: 2157

Examiner: Barbara N. Burgess

Mail Stop Amendment

Commissioner for Patents

P.O. Box 1450

Alexandria, VA 22313-1450

Response to Office Action

Introductory Comments

In response to the Office Action dated December 30, 2005, please enter this amendment and consider the following remarks.